



## *Internet Services Success Stories - Control Storage*

**Company: Control Storage**



**Project: E-Commerce / Data Integration**

**Site: [www.controlstorage.com](http://www.controlstorage.com)**

### **Overview**

Control Storage Inc. serves some of the world's largest marketing and communication firms by providing **storage, tracking and retrieval** for important documents, and audio and video materials on a variety of media. Control Storage selected Evron to design and implement an industry leading customer service facility through their Web site.

### **Challenge**

Through the use of the Internet, allow Control Storage's clients the ability to view the items archived at the Control Storage facility and to electronically place an order to have them retrieved from storage and delivered to their place of business.

### **Evron's Solution**

Securely, connect the Control Storage off-line database to their public Web site, providing customers with a password-protected gateway into their accounts. The Web site allows Control Storage's clients to:

- Browse archived items and status information
- View thumbnail images of visual products
- Hear sound clips of audio products
- Place orders for product retrieval



## *Internet Services Success Stories - Control Storage*

### Results

- **Industry Leading Customer Service:** Clients are impressed by the freedom they have to manage and review the valuable materials in their archives
- **24/7 Worldwide Access:** Customers can place orders and find the information they need no matter where they are, anytime the need arises
- **One Step Updates:** When new products enter or leave, the information automatically becomes available on the site. The company doesn't have to learn any new processes – they simply update their internal database the way they always have.
- **Lower Administrative Costs:** Automating the order process saves the time that used to be spent answering phones and entering data.

**Quote:** "Putting the database online has completely changed our business. It's easy to use, secure, and most importantly, it has been the deciding factor in attracting new clients - customers love it ."

- Steven Fothergill, President, Control Storage Inc.

